

## Summary of Plan Averages for the Michigan Year 2001 Medicaid Surveys

### Adult Survey Summary

The following is a statistical summary of the plan averages for all Michigan Medicaid adult plans surveyed:

#### Demographic Profile

Female .....	73%
Without high school diploma .....	35%
Non-white or Hispanic .....	35%
Speak a foreign language at home.....	7%
Had a hard time speaking with their doctor due to a language barrier .....	21%

#### Health Characteristics, Utilization, Plan Tenure

Member of plan less than 12 months.....	25%	L
Chose their plan (not auto-assigned) .....	63%	H
Excellent/Very good/Good health.....	57%	
Smoke cigarettes .....	42%	H
Needed immediate care for illness/injury ...	45%	
Went to an emergency room for care .....	30%	
Went to doctor's office for care 3 or more times .....	48%	
Saw a specialist doctor.....	39%	
Got a new prescription or refill .....	79%	
Contacted health plan requesting transportation .....	9%	

#### Ratings of Medical Providers

Have personal doctor/nurse.....	77%
Ratings of personal doctor/nurse .....	75%
Ratings of medical specialist.....	77%
Ratings of all health providers.....	69%

#### Getting Medical Care

Getting Needed Care (composite) is "not a problem" .....	71%	H
Getting Care Quickly (composite) usually or always .....	77%	L
Waited more than 7 days for regular/routine care .....	24%	H
Waited more than 3 days for illness/injury care.....	23%	

#### Communication and Interactions with Providers and Other Office Staff

Doctors/providers always or usually communicate well (How Well Doctors Communicate composite) .....	84%	L
Office staff always or usually courteous and helpful (Courteous and Helpful Office Staff composite) .....	87%	L

#### The Health Plan

Had no problems with customer service (Customer Service composite) .....	63%	H
Information received before joining plan was correct .....	53%	
Called/wrote health plan with complaint or problem .....	12%	L
Did not have problem getting prescription drugs.....	74%	L
Always got prescription drugs through the plan .....	69%	L
Advised to quit smoking .....	65%	
Rating of all experiences with health plan..	61%	H

## Summary of Plan Averages for the Michigan Year 2001 Medicaid Surveys

### Child Survey Summary

The following is a statistical summary of the plan averages for all Michigan Medicaid child plans surveyed:

#### Demographic Profile

Parent without high school diploma .....	21%
Non-white or Hispanic.....	41%
Speak a foreign language at home.....	7%
Child had a hard time speaking with their doctor due to a language barrier.....	23%
Parent had a hard time speaking with their doctor due to a language barrier.....	21%

#### Health Characteristics, Utilization, Plan Tenure

Member of plan less than 12 months.....	26%	L
Chose their plan (not auto-assigned).....	74%	H
Excellent/Very good/Good health .....	94%	
Needed immediate care for illness/injury ...	41%	L
Went to an emergency room for care .....	22%	L
Went to doctor's office for care 3 or more times .....	33%	
Saw a specialist doctor .....	15%	L
Got a new prescription or refill.....	57%	L
Contacted health plan requesting transportation .....	3%	

#### Ratings of Medical Providers

Have personal doctor/nurse .....	78%	
Provider asked about child's development.	81%	H
Ratings of personal doctor/nurse.....	77%	H
Ratings of medical specialist.....	76%	
Ratings of all health providers .....	75%	

#### Getting Medical Care

Getting Needed Care (composite) is "not a problem" .....	79%	H
Getting Care Quickly (composite) usually or always.....	81%	L
Waited more than 7 days for regular/routine care .....	17%	H
Waited more than 3 days for illness/injury care.....	6%	
Parents who were reminded to bring their child in for shots.....	69%	

#### Communication and Interactions with Providers and Other Office Staff

Doctors/providers always or usually communicate well (How Well Doctors Communicate composite) .....	88%	
Doctors/providers always or usually explained things so child could understand.....	81%	
Office staff always or usually courteous and helpful (Courteous and Helpful Office Staff composite) .....	90%	

#### The Health Plan

Had no problems with customer service (Customer Service composite) .....	70%	H
Information received before joining plan was correct .....	58%	
Called/wrote health plan with complaint or problem.....	6%	L
Did not have problem getting prescription drugs .....	83%	
Always got prescription drugs through the plan.....	74%	H
Rating of all experiences with health plan..	68%	H